

Established 1890

New Hampshire Veterans Home



Annual Report

Fiscal Year Ended June 30, 2021

September, 2021 | Pursuant to RSA 119:13 | Tilton, New Hampshire

For those who served.

State of New Hampshire



Governor

Christopher T. Sununu

Executive Council

Joseph D. Kenney Cinde Warmington
Janet Stevens Theodore L. Gatsas
David K. Wheeler

New Hampshire Veterans Home

Board of Managers 2020-2021

Paul J. Lloyd, Chairman Elaine K. Baker
Darwin Beeman Robert G. Blais
Oliver Brooks William T. Conway
Susan A. Cuddy Raymond J. Goulet, Jr.
Robert W. Guldner Carol A. Maynard
Andrew Patterson

New Hampshire Veterans Home



Commandant

Margaret D. LaBrecque

Physical Plant and Property



Physical Plant

\$ 39,209,829

Equipment

\$ 385,546

Highway/Roads

\$ 95,000

Total Plant and Property

\$ 39,690,375

Personnel Statistics

Unclassified 1

Classified 267

Part-time / Per diem 47



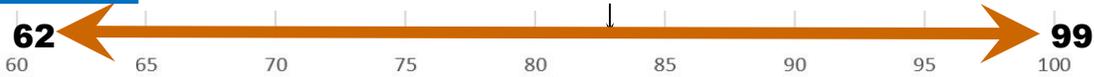
Our personnel, our frontline heroes, are vital to fulfilling our mission of providing the “best quality of life for NH Veterans with dignity, honor and respect.”

Resident Demographics

Age Range

Average Age
83.4

6/30/2021

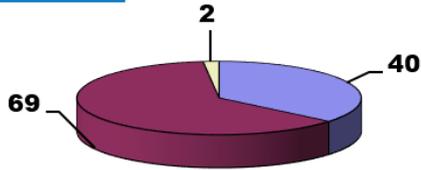


Resident Census Changes

Residents by County

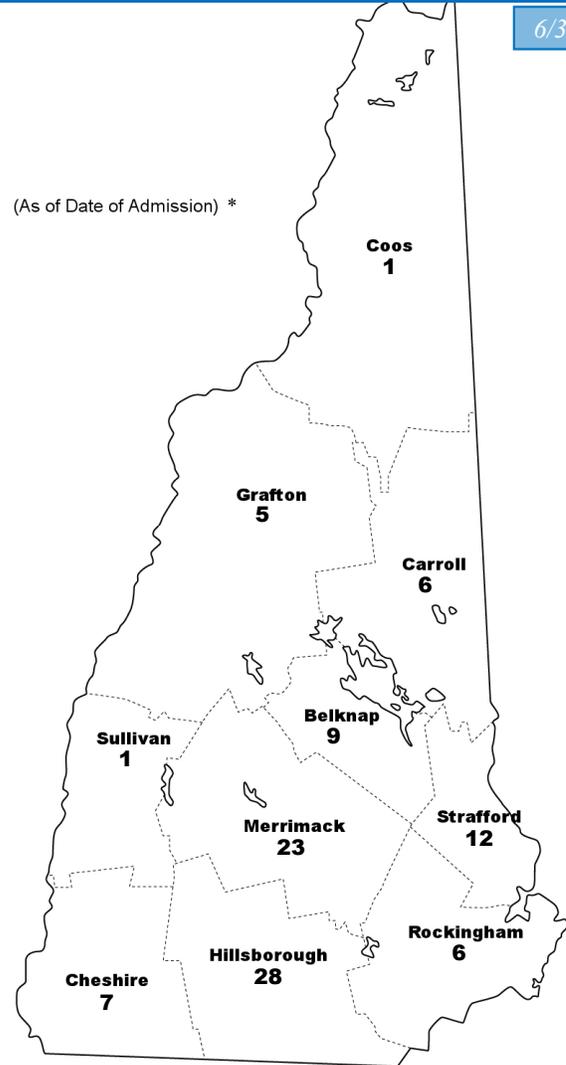
7/1/2020 to 6/30/2021

6/30/2021



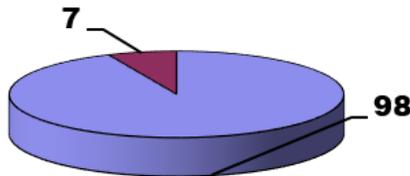
■ Admissions ■ Deaths ■ Discharges

(As of Date of Admission) *



Residents by Gender

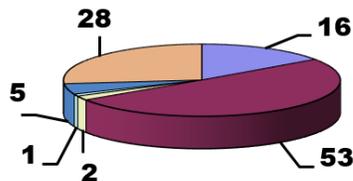
6/30/2021



■ Male ■ Female

Residents by Branch of Service

6/30/2021



■ Air Force ■ Army
■ Army National Guard ■ Coast Guard
■ Marines ■ Navy

* 7 additional qualified residents listed addresses outside New Hampshire at the time of their admission.

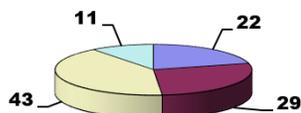
Residents by Conflict

Referral Sources

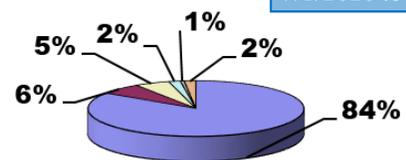
6/30/2021

7/1/2020 to 6/30/2021

Residents by Conflict



■ WWII ■ Korea ■ Vietnam ■ Other



■ Family/Friend ■ VA
■ Nurse/Social worker ■ VNA
■ ServiceLink ■ Other

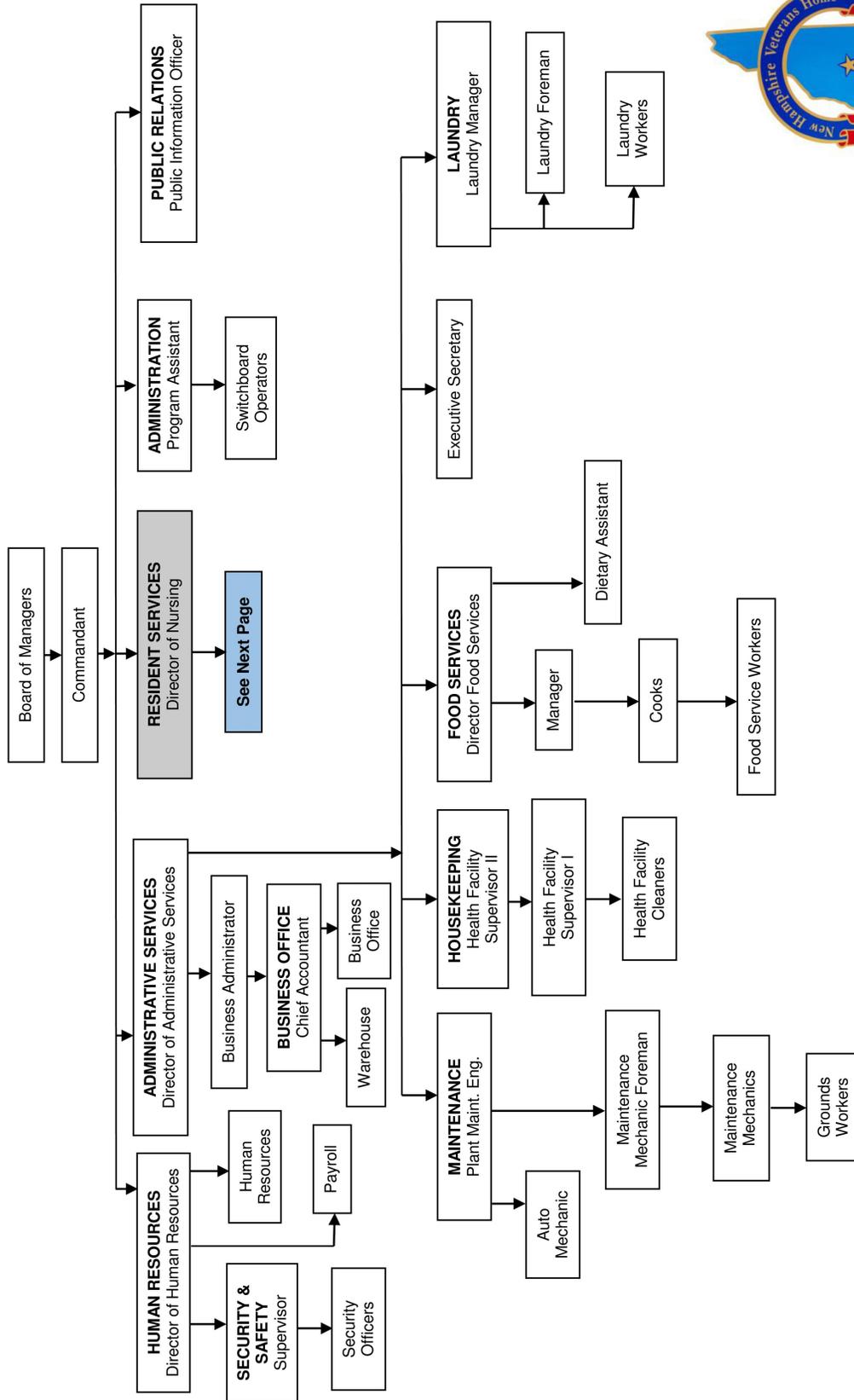
FISCAL YEAR 2020 FINANCIAL SUMMARY

FY21 Financial Summary of the New Hampshire Veterans Home (July 1, 2020-June 30, 2021)
as of June 30, 2021
Exhibit C

Class	Class Description	Appropriation **	Actual Y-T-D		YTD %	Anticipated		Estimated Total Expenditures	Appropriation less total est. Expenditures
			Expenditures	Revenue		Expenditures	Revenue		
010	Personal Services - Perm	\$ 16,880,289.00	\$ 14,906,051.90		88%	\$ -	\$ -	\$ 14,906,051.90	\$ 1,974,237.10
011	Personal Services - Unclassified	\$ 122,492.76	\$ 122,492.76		100%	\$ -	\$ -	\$ 122,492.76	\$ 214.24
018	Overtime	\$ 1,385,999.00	\$ 1,090,511.12		79%	\$ -	\$ -	\$ 1,090,511.12	\$ 295,487.88
019	Holiday Pay	\$ 422,801.00	\$ 334,223.62		79%	\$ -	\$ -	\$ 334,223.62	\$ 88,577.38
020	Current Expense	\$ 1,105,085.45	\$ 769,248.29		70%	\$ 20,476.91	\$ 789,725.20	\$ 789,725.20	\$ 315,360.25
021	Food Institutional	\$ 841,498.55	\$ 545,508.46		65%	\$ 16,913.07	\$ 562,421.53	\$ 562,421.53	\$ 279,077.02
022	Rent - Leases	\$ 32,389.45	\$ 26,167.60		81%	\$ 6,221.85	\$ 32,389.45	\$ 32,389.45	\$ -
023	Heat Electricity Water	\$ 851,500.00	\$ 536,200.34		63%	\$ -	\$ -	\$ 536,200.34	\$ 315,299.66
024	Maint other than Bldg/grds	\$ 42,242.00	\$ 38,727.75		92%	\$ 187.81	\$ 38,915.56	\$ 38,915.56	\$ 3,326.44
026	Dues	\$ 1,500.00	\$ 1,399.00		93%	\$ -	\$ -	\$ 1,399.00	\$ 101.00
027	Transfer to DOI	\$ 806,771.22	\$ 586,429.77		73%	\$ 47,708.81	\$ 634,138.58	\$ 634,138.58	\$ 172,632.64
030	Equipment	\$ 372,292.91	\$ 45,863.51		12%	\$ 285,029.33	\$ 330,892.84	\$ 330,892.84	\$ 41,400.07
037	Technology - Hardware	\$ -	\$ -		0%	\$ -	\$ -	\$ -	\$ -
039	Telecommunications	\$ 69,750.00	\$ 69,337.31		99%	\$ 412.69	\$ 69,750.00	\$ 69,750.00	\$ -
040	Indirect Costs	\$ 178,736.00	\$ 152,814.00		85%	\$ -	\$ -	\$ 152,814.00	\$ 25,922.00
041	Audit Fund Set Aside	\$ 10,508.00	\$ -		0%	\$ 10,508.00	\$ 10,508.00	\$ 10,508.00	\$ -
046	Consultants	\$ 858,228.10	\$ 307,253.00		36%	\$ 80,818.54	\$ 388,071.54	\$ 388,071.54	\$ 470,156.56
047	Own Forces Bldg & Grounds	\$ 179,799.00	\$ 65,605.37		36%	\$ 26,867.00	\$ 92,472.37	\$ 92,472.37	\$ 87,326.63
048	Contractual Bldg & Grounds	\$ 610,524.06	\$ 280,420.90		46%	\$ 221,222.43	\$ 501,643.33	\$ 501,643.33	\$ 108,880.73
050	Personal Services Temp	\$ 1,382,000.00	\$ 1,170,100.10		85%	\$ -	\$ -	\$ 1,170,100.10	\$ 211,899.90
060	Benefits	\$ 9,888,131.00	\$ 7,695,389.83		78%	\$ -	\$ -	\$ 7,695,389.83	\$ 2,192,741.17
066	Employee Training	\$ 71,000.00	\$ 735.00		1%	\$ -	\$ -	\$ 735.00	\$ 70,265.00
070	In State Travel	\$ 6,550.00	\$ 863.76		13%	\$ -	\$ -	\$ 863.76	\$ 5,686.24
080	Out of State travel	\$ 4,050.00	\$ (216.00)		-5%	\$ -	\$ (216.00)	\$ (216.00)	\$ 4,266.00
100	Pharmacy	\$ 975,000.00	\$ 373,462.90		38%	\$ 53,005.02	\$ 426,467.92	\$ 426,467.92	\$ 548,532.08
101	Medical Payments to Providers	\$ 3,132,079.35	\$ 142,750.01		5%	\$ 18,267.35	\$ 161,017.36	\$ 161,017.36	\$ 2,971,061.99
103	Contracts for OP Services	\$ 35,000.00	\$ 35,000.00		100%	\$ -	\$ -	\$ 35,000.00	\$ -
211	Catastrophic Casualty Ins	\$ 2,881.00	\$ 70.00		2%	\$ 2,811.00	\$ 2,881.00	\$ 2,881.00	\$ -
061	Unemployment	\$ 18,360.00	\$ -		0%	\$ -	\$ -	\$ -	\$ 18,360.00
062	Worker Compensation	\$ 397,849.00	\$ 453,271.31		114%	\$ -	\$ -	\$ 453,271.31	\$ (55,422.31)
	Total	\$ 40,685,521.09	\$ 29,749,681.61		73%	\$ 790,449.81	\$ 30,540,131.42	\$ 30,540,131.42	\$ 10,145,389.67
	Revenue								
	Federal	\$ 0.28	\$ 11,373,881.00	\$ 8,465,296.62		\$ 769,572.42	\$ 9,234,869.04	\$ 9,234,869.04	\$ (2,139,011.96)
	Other	\$ 0.227	\$ 9,249,907.00	\$ 4,078,895.22		\$ 370,808.66	\$ 4,449,703.88	\$ 4,449,703.88	\$ (4,800,203.12)
	General Funds	\$ 0.49	\$ 20,061,733.09	\$ 17,205,489.77		\$ (349,931.27)	\$ 16,855,558.50	\$ 16,855,558.50	\$ 3,206,174.59
	Total	\$	\$ 40,685,521.09	\$ 29,749,681.61		\$ 790,449.81	\$ 30,540,131.42	\$ 30,540,131.42	\$ 10,145,389.67

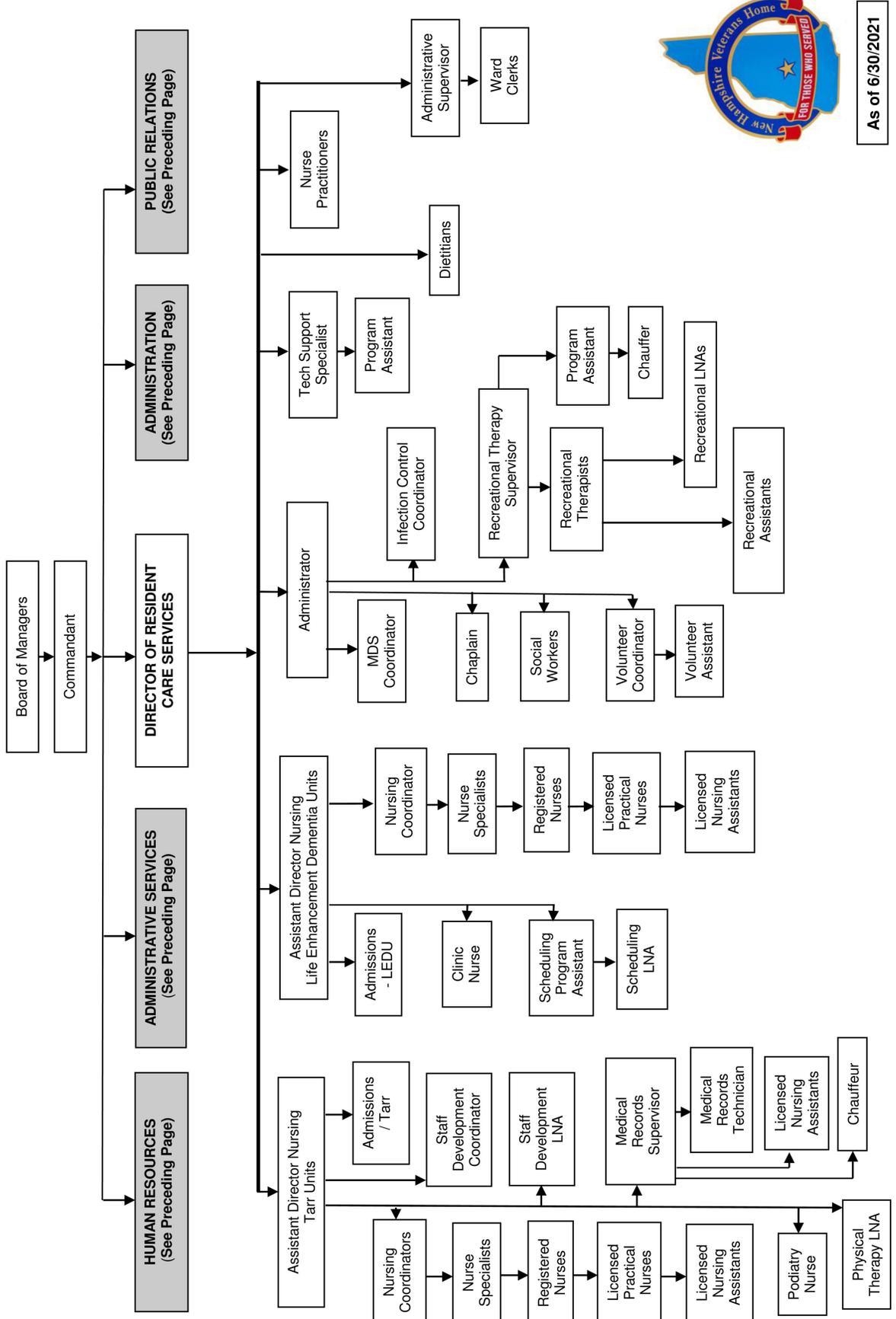
*
 ** The FY 21 Appropriation column includes prior year balance forwards
 *** As explained, CLASS 18/Overtime and CLASS 50/Temp is adjusted as determined necessary thru Administrative Rule 316
 **** Unemployment and Workers' Compensation classes are adjusted by the Department of Administrative Services through warrants
 *****Warrant to be issued if needed
 *****Warrant to be issued if needed

New Hampshire Veterans Home
Organizational Chart



As of 6/30/2021

New Hampshire Veterans Home
Clinical Organizational Chart



As of 6/30/2021

Home Improvements

The comfort, security and safety of our resident's home is vital to serving New Hampshire's veterans. In the 2020-2021 fiscal year, indoor capital projects experienced a few breaks in completion due to the pandemic. As we continue to fulfill our mission, the following investments will benefit our veterans for many decades to come:

- **Security upgrade project** was completed; security cameras were installed and passcode devices were implemented.
- **Fire Stop Repair** was completed in the LEDU neighborhoods.
- **Nurse Call System** replacement continued throughout the year when contractors were permitted in residential neighborhoods.
- **Fire Sprinkler system** the upgrades and repairs including sprinkler head replacement were completed in September
- **Fire Pump** feeding our sprinkler system was replaced



- **Pond Drain Repair** was completed to repair the metal overflow drainpipe that corroded over time, allowing the pond level to return to normal levels. Since the pond is registered by the State of NH as a dam, the NH Department of Environmental Services was consulted. Residents are once again enjoying this treasured recreation spot.

Remote Greetings

The cards, letters, banners and signs sent by veteran service organizations, friends, neighbors, families, schools, and other community members were vital to keeping spirits lifted for residents and staff.

While schools held remote learning, the greetings from students throughout the state still arrived to our veterans by mail. Our veterans appreciated the thoughtful expressions of appreciation for their service, especially on special recognition days like Veterans Day and Memorial Day.



COVID-19

From the start of the pandemic in March of 2020, our team fought the invisible COVID-19 enemy. The end of the fiscal year in June brought us 68 weeks into the state's declaration of the pandemic. While successful in keeping the battle lines drawn for eight months, the enemy penetrated our frontlines in November. Regular COVID testing became the new norm.

Our residents and staff are appreciative of the vital support received from the National Guard during the devastating pandemic outbreak. These Guardsmen and Guardswomen assisted with cleaning frequently-touched surfaces, testing residents and staff and helping cover for essential staff who fell ill. Their service was essential.

After a long and difficult battle, the outbreak was officially declared over on January 6, 2021.



Education

Staff Development and Infection Control continue to provide staff education on key long-term care and health and safety topics.

Throughout the year, employees were refreshed on the importance of personal protective equipment, including its proper use and fit.

Staff Development provides annual continuing education credits for Licensed Nursing Assistants (LNAs) to assist with Board of Nursing licensure requirements. Pathway to LNA III classes are available for staff members to further advance their careers with the NH Veterans Home at no cost to the employee.

Additionally, credits are offered on medication-related topics for Medication Nursing Assistants (MNAs). MNA advancement classes provide the opportunity for labor grade advancement after completion of the skills series.

NH Veterans Home employees complete dementia training annually to better understand differences and similarities of different types of dementia, stages of the diseases, and how best to communicate with residents afflicted with this disease.

These offerings advance our staff knowledge and practice by investing in each staff member, providing them with the most current curriculum available and enhancing care of the residents.

The NH Veterans Home values our frontline heroes. As they further develop skills and knowledge, more opportunities for current and future healthcare providers are advanced as we serve those who served our country.

Listening Sessions

Two rounds of Listening Sessions started the second half of the fiscal year. Structured to personally hear feedback from staff, this opportunity provided a means for interested staff from all departments and all shifts to share input and suggestions to

management.

Alice Leeming, Director of Human Resources, and Arthoen Wolf, Director of Resident Care Services, held the first sessions in February to discuss COVID-19.

Brian Baker, Supervisor of Security and Safety, and Sarah Stanley, Public Information Officer, facilitated the second series focusing on the NHVH Culture. These sessions were held in May.

The feedback received was consolidated and shared with the Home's managers. Many suggestions were implemented as a result of the feedback obtained.



neighborhoods in small groups to accommodate social distancing. Our 'typical' programs were adapted to become available to all. A prime example was with a house favorite: BINGO. This popular classic is just

not as much fun when the game of luck is not mixed with great company. We turned to technology and offered this popular mainstay to veterans who were socially-distanced in dining rooms and dens throughout the home.

Online meeting platforms coordinated by Recreational Therapy staff allowed all to experience the fun simultaneously.



friends following our Facebook page also followed the fun. A sampling of the themes included Under the Sea, Twin Day, Oktoberfest, Superhero Day, Cartoon Character

Day, Camping Day, Safari Day, Polka Dot Day and Red-White-&-Blue Day.

With sincere appreciation to our sponsors, we continued to enjoy barbeques, pizza parties and ice cream socials prepared and served by staff. These seasonal celebrations also provide highlights to our veterans' days.

Survey

Members of the Veterans Administration National State Veteran Home Program Managers conducted a virtual survey in December 2020. Their response noted a few deficiencies to which we submitted a corrective action plan. Full certification was awarded after our plan was accepted and implemented with the submission of the Manchester VA Sharing Agreement.

New Medical Director

After 37 years of providing Medical Director Services to the NHVH, Dr. M. Jonathan Mishcon retired on June 30, 2021. We appreciate his dedication to our veterans and wish him well.

As we begin a new chapter in Fiscal Year 2021, we look forward to working with Dr. Shawn Sutton, MD, and the Theoria Medical group. Dr. Sutton specializes in Family Medicine and has been affiliated with the Concord Hospital Medical Group in Warner. Theoria Medical compliments their in-person model of care with the implementation of telemedicine services.

Congratulations, Dr. Mischon and welcome, Dr. Sutton.

Governor & VA Support

Governor Sununu and his staff and the Veterans Administration offices remained in close contact with Commandant LaBrecque throughout the year. As the pandemic guidelines were ever-evolving, nimble responses were required for many facets of the pandemic, including those regarding staffing and personal protective equipment. This close communication and assistance from our State's highest office in addition to the VA was vital to serving our veterans.



Outdoor recreation was enjoyed in many different forms. As visitors were unable to enter, the programs moved outdoors. We welcomed more than 35 Jeeps who paraded around the grounds during the Jeepin' 4 Vets event. Waves, salutes and salutations from a distance never before seemed so welcomed.

Our staff continued to pull out all the stops to keep veterans' spirits up. Our 'Wacky Wednesday' jovial theme days that began in April of 2020 were celebrated throughout the year for the fun and entertainment of residents and staff, alike. Family members and



Recreational Therapy

Where there is a will, there is a way. Flexibility, creativity and determination were prevalent as the pandemic precautions continued throughout the entire fiscal year. Programs that included volunteers and service dogs, continued to be on hold. These difficult decisions are always made for the health and well-being of our veterans. However, while unable to enjoy our 'normal' recreation, staff rallied to create new, meaningful experiences for residents.

Activities were held in residents'

Admissions

The New Hampshire Veterans Home had the honor of welcoming the following veterans to reside with their fellow comrades this fiscal year:



GRANT AVERY	Air Force	CHARLES LISCOMB	Army
ALLAN BAILEY	Army	JOSEPH MCCARTHY	Marines
AUGUSTINE BARRETT	Navy	KEVIN MCMAHON	Navy
RAYMOND BEDARD	Air Force	FERNAND MORENCY	Army
GEORGE BUCKLEY	Coast Guard	JOSEPH MORITZ	Navy
THOMAS BULLERWELL	Air Force	WILFRED OTT	Army
JAMES BURKE	Navy	STANLEY PIPER	Army
ALBERT CALDWELL	Navy	LEO PROVENCAL	Army
RICHARD CARROLL	Air Force	JOHN READE	Army
ROBERT CLARK	Army	NORMAN SANBORN	Navy
DOUGLAS COCHRANE	Marines	ROBERT SAWYER	Army
RICHARD DEBUTTS	Army	RICHARD SCANLON	Navy
WARREN DOWSE	Army	ANTHONY SCHROEDER	Army National Guard
HOWARD ELLIOTT	Army	DWIGHT SMITH	Navy
WESLEY FROST	Air Force	RICHARD SOUCY	Navy
TAYLOR GRIFFIN	Navy	ROBERT TARR	Army
WILLIAM HAMILTON	Army	ROBERT WALLS	Army
ALAN HANSEN	Navy	PRESTON WALSH	Navy
ANN KEITH	Air Force	REGINALD WATSON	Army
MAYNARD LANCASTER	Army		

Final Salute

The dear veterans we are privileged to serve at the New Hampshire Veterans Home reflect the spiritual diversity of our great nation. And yet no matter how varied their beliefs, they were united in answering the call to a cause beyond themselves – military service on behalf of their fellow

citizens. We share a common humanity and in that humanity we share our grief over loss. We share our joy in having known these men and women, veterans of our Country who have departed. As we remember them, we honor them.

We thank the following veterans for their service to your country in its time of need (see next page):



TAPS

The following veterans have left the NH Veterans Home on their heavenly departure. May they rest in peace.

EVERETT AMOR	Army National Guard	DONALD LUCIER	Air Force
PHILIP AUDETT	Air Force	RANDALL LYDEN	Army
AUGUSTINE BARRETT	Navy	DONALD MARTEL	Air Force
HERBERT BECK	Army	HAROLD MASTIN	Army
JOSEPH BENNETT	Army	GERALD METZGER	Navy
THOMAS BRAY	Navy	JOSEPH MORITZ	Navy
FRANK BREMER	Navy	STELLA NALL	Navy
THOMAS BULLERWELL	Air Force	CHEEVER NEWHALL	Marines
NORMAND CARON	Army	THOMAS O'BRIEN	Army
ALBERT CHRISTENSEN	Army	MARTIN OPPENHEIMER	Army
ROBERT CLARK	Army	TED PELLETIER	Marines
ANDREW CLARK	Marines	EMILE PEPIN	Army
DONALD COX	Navy	JOSEPH PERIGNY	Navy
JOSEPH CROCCO	Army	WALTER PIERCE	Navy
ALICE DAME	Marines	ROBERT PITTS	Army
LOUISE DEAN	Army	BERTRAND POIRIER	Air Force
GEORGE DEGELMANN	Navy	ROBERT POLAND	Air Force
JOHN DEROY	Marines	DAVID PRYOR	Army
WILLIAM DUKETTE	Army	FRANK QUIMBY	Army
ROBERT JAMES DUMONT	Army National Guard	JOHN READE	Army
ROBERT DUMONT	Army	ROLAND RIOUX	Air Force
ARMAND DUPERE	Navy	EDWARD RYAN	Navy
HARVEY ELLICK	Army	SEBASTIAN SAPIENZA	Army
NANCY GALLI	Army	ALLEN SENEY	Navy
EDWARD GAUDET	Army	HAROLD SHEFFIELD	Marines
DONALD GAUTHIER	Navy	PHILIP SHEPARD	Army
FRANK GAUVAIN	Navy	DANIEL STURGIS	Army
LESLIE GREENLEAF	Army	JAMES THERRIEN	Army
PETER HANSON	Army	KARL TIEDEMANN	Air Force
NATHAN KEENAN	Army	JEAN CLAUDE TRUDEL	Air Force
DONALD KINSON	Marines	RAYMOND WELCH	Army
GEORGE LAMBERT	Navy	ROBERT WILLIAMSON	Air Force
LUCIEN LAVALLEE	Navy	DAVID WOODFORD	Air Force
EDWARD LEBLANC	Navy	BRADFORD YORK	Army
BENJAMIN LINDSLEY	Navy		

Board of Managers

After a year of online meetings, the New Hampshire Veterans Home Board of Managers was finally able to meet in person, outside under our pavilion on June 21, 2021. This was the first meeting held in person since February 2020. *Present at this meeting were (pictured left to right):*

Front – Oliver Brooks, American Legion; Carol Maynard, American Legion Auxiliary; Elaine Baker, NHVH Resident; Margaret LaBrecque, NHVH Commandant

Second Row – Robert “Bob” Guldner, Disabled American Veterans; Raymond “Ray” Goulet Jr., Vietnam Veterans of America; Susan Cuddy, Veterans of Foreign Wars; Robert “Bob” Blais, American Legion

Back Row – Paul Lloyd, Chairman & Veterans of Foreign Wars; Russ Norris, Veterans of Foreign Wars State Commander

To read more about the Board of Managers via meeting notices and minutes, we invite you to visit our website at www.nh.gov/veterans.



Employees Celebrating Longevity

Dedicated and caring employees continue to be one of the New Hampshire Veterans Home’s (NHVH) greatest assets.

This fiscal year, the NHVH resident veterans, board members and staff recognized 29 employees with 460 years of combined service to the State of New Hampshire. Public

Service professionals who serve our nation as federal, state, county, local and tribal government employees are nationally honored the first full week of May during Public Service Recognition Week. This year, the NHVH recognized our employees’ longevity as an integral part of their dedication as public servants.

Celebrated employees were presented certificates signed by Governor Christopher Sununu and a pin commemorating their service year.

The New Hampshire Veterans

Home is fortunate to have these frontline heroes as part of our team, especially during the challenging times of a global pandemic and a very tight labor market. These dedicated team members are thanked for their commitment to providing the best quality of life for our state’s veterans with dignity, honor and respect.

Employees receiving these honors are on the following page.

Thank you all for your State service!

460 Years of Service Celebrated



Pictured above are many celebrated employees this year. They include (left to right) –
1st row, **10 Years:** Sirena Bitetto, Donna Kurinskas, Barry Lee, Holly O'Connell, Ryan Robbins, Debra Ruggieri
2nd row: Trili Timm, Heather Wilcox, Joyce Costello; **15 Years:** Kassie Beaudet, Louise Foote, Nancy Guyotte
3rd Row: Valerie Howe, Karen Norris, Dawn Ordway, Christine Willoughby; **20 Years:** Lisa Davis, Launa (Deshaies) Brown
Fourth Row: Vicki Greenwood; **25 Years:** Laurie Doucet; **30 Years:** Michelle Bean; **35 Years:** Donna Thompson

Although not pictured, the following employees were also honored:

- 10 Years:** Joelle Bent, Kayla Jameson, Sharon Smart
- 15 Years:** Tammy Raub
- 20 Years:** Maria Boehme, Shelli Truett
- 25 Years:** Cynthia Gilbert



NH VH Resident Council

Representing veterans' interests

The New Hampshire Veterans Home Resident Council provides suggestions and feedback to further enhance the quality of life for our veterans.

Through monthly meetings, the Council:

- Suggests improvements and helps administration provide better programs, surroundings, and services;
- Gives residents a greater participation in affairs within the



facility;

- Promotes friendship and understanding among residents; and
- Provides and receives necessary information for the benefit of all residents.

The officers plan a flexible agenda; residents are invited to express their opinions on any subject. The officers, elected by secret ballot for two-year terms, include President, first Vice President, second Vice President, Chaplain, and

*Pictured are the 2020-2021 elected officers: **above**, from left - Alfred "Fred" Weissensee, first vice president; James "Jim" Brown, sergeant-at-arms; Don Baldinelli, president; Rita Landry, second vice president; **right** - Norman Sanborn, chaplain.*

Sergeant-at-Arms.

Resident Council Officers work with our staff to facilitate communications, implement ideas, and follow up on recommendations.

In addition to serving on Resident Council, residents are also invited to serve on decision-making committees, including the Board of Managers, Safety Committee, Art Committee, and Palliative Care Committee.



Resident Recognized for Volunteerism

Resident **Norman "Norm" Sanborn** was recognized on May 18, 2021 by the NH State Commission on Aging and EngAGING NH with the **2021 Older Adult Volunteer Award** after being nominated by the NH Veterans Home. The virtual ceremony featured opening remarks from Governor Christopher Sununu and a welcome from the Chair of the NH State Commission Aging, Polly Campion.

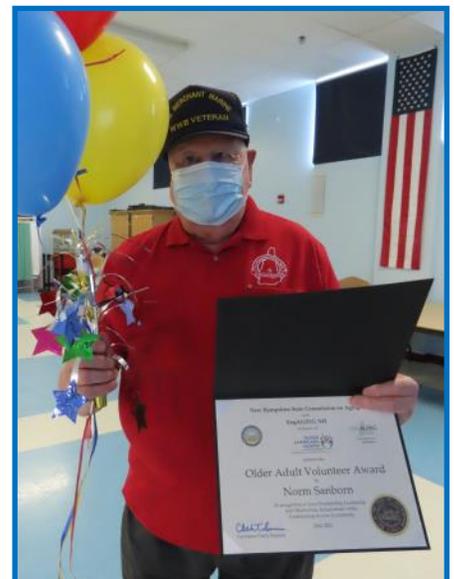
He earned this special recognition for being an individual over the age of 60 who has made "a significant contribution - through direct service, advocacy, leadership roles, and more - to their community as a volunteer."

Norm, World War II Merchant Marine and Navy Veteran, is an

extremely active volunteer who genuinely cares for fellow veterans and all civilians.

For many years he served as President of the Veterans Council of Rochester arranging many veteran liaison, social, educational and other programs. His 92 years have not reduced his energy, involvement, and commitment even during the Pandemic. Norm assisted the NH Veterans Home to obtain personal protective equipment by arranging a grant donation from the Rochester Elks Lodge for COVID-19.

After the onset of the pandemic, Norm recognized the grant funds would not be able to be used as originally intended. He then successfully petitioned to the Lodge to award this \$2,500 grant to assist with PPE.



Of particular note is that Norm has dedicated time annually to these accomplishments over countless years.

Congratulations, Norm! We thank you for your volunteer service.

NH Veterans Home Presented Highest Honors

The Department of Military Affairs and Veterans Services and NH Employment Security awarded the NH Veterans Home (NHVH) the highest of four levels honoring NH Veteran-Friendly Businesses at the December 9, 2020 inaugural event.

The NHVH received the Platinum Level honors from the NH Veteran-Friendly Business Recognition Program.

The program serves to:

- * recognize businesses valuing contributions of Service members, Veterans & their families;
- * support military and veteran families by identifying Veteran-Friendly Businesses; and,
- * contribute to a broader effort to match talented and skilled Veterans with positions in NH businesses.
- * create a network through which businesses can learn from, and help each other, be more veteran-friendly and successful at recruiting veteran



employees and customers.

We look forward to continuing to celebrate and partner with businesses and organizations in New Hampshire that strive to honor, fortify, empower

and positively impact the lives of NH Service members, Veterans and their families.

Employee Recognized as Local Hero

In August **Kelley Kessler**, Chauffer, received the Rowell Services “**Hero Award**” as a result of a NH Veterans Home nomination. Due to the pandemic, NH Veterans Home residents have not received the benefit of visitors, volunteers or live entertainers. Kelley Kessler, NH Veterans Home Chauffer, is typically on the go bringing residents to appointments and places of interest. While he was not and about due to limitations from the pandemic, he worked directly with our Veterans in Recreational Therapy to provide additional quality programs. His great energy,

compassion and dedication is admirable. When performing as a circus clown, the residents’ reactions and engagement with his antics were priceless. He lets residents’



interests and engagement guide him.

Kelley goes above and beyond his meaningful conversations to get to know what makes people smile. He then researches those interests to share related things, including videos and programs, directly related to our veterans’ interests.

Congratulations, Kelley, and thank you for all you do every day for our veterans and your colleagues!



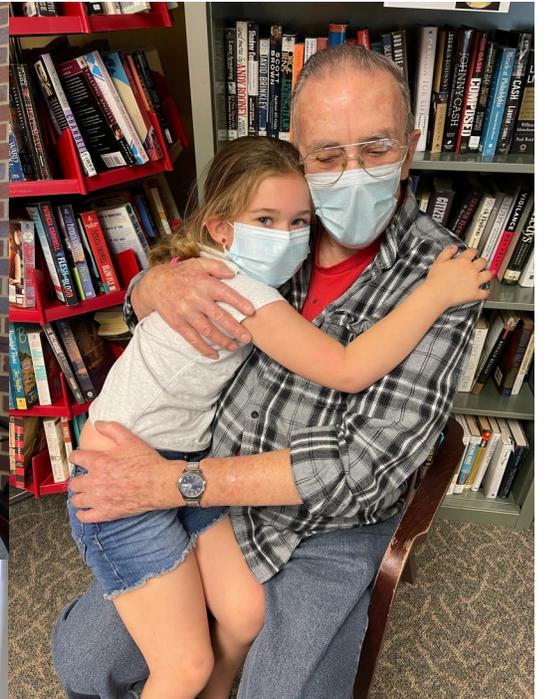
Resident Council members (seated in front row): Fred Weissensee, Jim Brown, Don Baldinelli and Rita Landryhelp Recreational Therapy Supervisor (back left) Maureen Campbell and Assistant (back right) Carolee Sliker, present the Local Hero Award to Kelley.

VISITS DURING COVID-19

Residents, family members and staff were elated when visits were held at the start of the year. Although socially-distanced at first, they were in person, nonetheless. The separation of glass or the use of technology became a matter of personal choice.

When vaccinations became widely available to the general public, in-person visits were brought to yet another level when vaccinated residents and family members were able to hold hands and hug!

Social excursions, whether they be rides out around the lake or to visit at a family member's home, were long-awaited. Once guidelines permitted, they were rejoiced and celebrated, quite literally with open arms.





About the Veterans Home

The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldier's Home for Civil War Veterans. The modern facility is home to men and women who have served their country and fellow New Hampshire Citizens. As the state's only long-term care facility dedicated exclusively to veterans, our mission is to provide the best quality of life for New Hampshire veterans with dignity, honor and respect.



[Front cover] The serene New Hampshire Veterans Home's pond is enjoyed by many as a wonderful recreational venue.



New Hampshire Veterans Home

Margaret D. LaBrecque, Commandant

139 Winter Street

Tilton, NH 03276

Phone: 603-527-4400

Fax: 603-286-4242

www.nh.gov/veterans

www.facebook.com/nhveteranshome

